

# **Wingfield construction and demolition waste recycling facility**

## **Community Engagement Plan**

**Prepared for: ResourceCo  
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# Abbreviations

Acronym	Term / definition
the Act	Environment Protection Act 1993
C & D	Construction and demolition
CEP	Community Engagement Plan
EPA	Environment Protection Authority
the Site	The location of operations pursuant to the Environmental Authorisation (Licence No. 13997) being at 144 – 150 Wingfield Road, Wingfield

# Community Engagement Plan

# 1.0 Introduction

**ResourceCo Pty Ltd holds Environmental Authorisation (Licence No. 13997) under the Environment Protection Act (1993) for its construction and demolition waste recovery and recycling facility at Wingfield.**

ResourceCo operates a specialised facility at Wingfield Road, Wingfield (the Site) that is approved to operate a waste recovery and recycling facility for construction and demolition wastes generally comprising a combination of concrete, bricks, rubble and metal sourced from all stages of construction and demolition activities.

Recycling construction and demolition material conserves resources by extending the life of quarries and offering a full lifecycle of material/s from demolition through to resupply to site for construction.

This material is processed and sorted and the ferrous and non-ferrous metals, inert materials (primarily bricks and concrete) and non-recyclables are removed.

All salvaged metals are shipped to specialist external companies for sorting and recycling.

The inert materials are recycled by ResourceCo and resupplied to the civil construction market as an alternative to traditional quarried products.

Other waste streams accepted are asphalt, concrete and masonry, which are recycled into rubbles and road base materials, and fill materials.

## Community Engagement Plan (CEP)

The importance of engaging with the local community that may be impacted by and/or has an interest in the ongoing operation at the Site is well understood by ResourceCo as a result of its ongoing crushing operations at the Site since ~1995.

As specified by the Conditions of Licence, a CEP is to be developed to address the following requirements:

- Identify key stakeholders and determine effective approaches for engaging with them that meets their expectations and can be measured and modified in response to arising issues and needs.
- Ensure interaction with stakeholders and community is an open, two-way engagement process.
- Demonstrate responsiveness to community and stakeholder questions and concerns.
- Provide the EPA with annual stakeholder updates, including a summary of complaints raised by stakeholders and community and how these have been managed and mitigated.
- Develop supporting information material for stakeholders and community to be made available on request.
- Undertake an annual review of the CEP implementation and update and revise as identified and necessary.

The CEP outlines the engagement objectives, activities and supporting tools associated with communicating and engaging with individuals, communities and stakeholders affected by, or interested in, the Site.

# 2.0 Site context

## Environmental obligations

The current Environmental Authorisation (Licence No. 13997) was issued 1 March 2021 and is due to expire on 28 February 2026.

### Licence conditions

The licence has conditions including:

- Control of Emissions
  - Drag out to be minimised (materials deposited on roads, footpaths and verges by vehicles entering and exiting the Site)
  - Dust management through the development and implementation of a Dust Management Plan
  - Litter management
  - Odour prevention
  - Stormwater management
- Waste management conditions associated with waste types received and processed by the facility
- Operational management
  - Complaints management (incorporated within the scope of this CEP)
  - Green waste management
  - Stockpile management

ResourceCo has a history of compliance associated with the Wingfield site operations dating back to the operation commencing in 1995.

### Monitoring history

ResourceCo has maintained compliance records and made them available to EPA in accordance with licence conditions. The complaints register has seen a low volume of complaints over the years, other than a small number of dust complaints from businesses located near the Site. All complaints received are actioned in accordance with the internal established process which includes investigation, validation and completion.

## Community engagement to date

### Engagement history

Since commencement of operations at the site ResourceCo has responded to community comments, enquires and complaints as required to inform interested stakeholders regarding operations at the site and to comply with licence conditions regarding complaints management.

The frequency of such interest has been low, with only several contacts per annum being typical. Most complaints have come from nearby businesses in relation to dust at the site and are actioned accordingly once received.

# 3.0 Objectives and methodology

The purpose of this Community Engagement Plan is to define the scope and objectives of engagement and establish a process, activities and tools for implementation which are flexible and responsive to the changing circumstances and the requirements of stakeholders and community.

The objectives of stakeholder engagement and communications activity are to:

- inform interested community members of EPA licensed operations at the Site; and
- allow an opportunity for the community to ask questions and be provided feedback regarding operations at the Site.

To date engagement with the community has been limited to responding to complaints or concerns as they are raised, which are recorded and reported to EPA in accordance with licence obligations, and additional engagement as required by relevant authorities.

## Inform

The International Association for Public Participation (IAP2) has established a framework for the various levels of stakeholder engagement. The framework is broadly applicable in defining the engagement approach aligned to the identified stakeholder groups in this Plan, with the IAP2 commitment of "Inform" being the appropriate engagement category.

This means ResourceCo will provide interested stakeholders and community with balanced and objective information to assist them in understanding the site, its operations, licence conditions and compliance.

This CEP outlines how the community will be informed of the licensed operations at the site, not just in the lead up to an extension or renewal of the licence, but also on an ongoing basis to continue to keep the community informed.

While the framework provides a level of guidance, ResourceCo will use its discretion and experience and utilise the appropriate levels within the IAP2 spectrum as required to appropriately mitigate risk.

# 4.0 Stakeholders

Stakeholders are broadly those individuals and groups who are interested and invested in the licensed operations at the Site. The International Association for Public Participation (IAP2) defines stakeholders as any “individual, group of individuals, organisations, or political entity with a stake in the outcome of a decision”.

Table 1 lists key stakeholders, their role and interests.

**Table 1: Stakeholder groups, role and interest**

STAKEHOLDER	ROLE	INTEREST	APPROACH
<b>SOUTH AUSTRALIAN GOVERNMENT</b>			
EPA	South Australia’s environmental regulator. Has had a leading role in licensing and regulation of waste management and recycling / reuse facilities such as the one at the Site.	Community and stakeholder engagement. Environmental compliance. Risk and reputation management around waste management operations, potential risk to humans and the environment.	EPA requires ResourceCo to prepare and implement a CEP regarding its licensed operations at Wingfield.
SA Health	Directs queries to EPA as required, provides health-related fact sheets for community use and may field enquiries directly from the public.	Impact on human health. Community and stakeholder engagement to ensure appropriate use of health messaging. Regulatory compliance.	EPA Team to liaise with SA Health where health advice or information is required for residents and community as per current process and involve ResourceCo as required.
<b>LOCAL GOVERNMENT</b>			
City of Port Adelaide Enfield (staff and elected members)	Local government body in the region – involvement in surrounding land use planning and other community matters within the Local Government Act.	Community safety. Environmental compliance. Future remediation or management requirements. Potential impacts to site neighbours Risk and reputation management.	ResourceCo Team to liaise directly with Council to keep them informed of ongoing operations and engagement with the community.



**Table 1: Stakeholder groups, role and interest (continued)**

STAKEHOLDER	ROLE	INTEREST	APPROACH
<b>INDUSTRY / COMMERCIAL</b>			
Property owners / business operators adjacent to the Site and / or that have lodged a complaint associated with the Site in the past, particularly businesses situated along the Southern boundary of the site on North & South Terrace, Nixon and Millers Roads and the general locality.	Stakeholder with an interest in the operations at the Wingfield facility.	Staff and visitor health and safety. Environmental compliance. Amenity. Noise. Dust.	ResourceCo team to respond to complaints directly when received, demonstrate compliance with licence conditions and keep them informed of management and monitoring measures. Details of interactions to be documented for reporting summary to the EPA.
<b>COMMUNITY</b>			
Individual community members	Stakeholder with an interest in the operations at the Wingfield facility.	Health and safety. Environmental compliance. Amenity. Noise. Dust.	ResourceCo team to respond to complaints directly when received, demonstrate compliance with licence conditions and keep them informed of management and monitoring measures. Details of interactions to be documented for reporting summary to the EPA.

# 5.0 Communication and engagement tools

A range of simple and fit for purpose supporting tools for communication and engagement are required and are outlined below.

## Website content

The ResourceCo website describes the operations undertaken at the Wingfield facility and will provide fact sheets about the recycling and reuse of construction and demolition waste.

## Fact sheet

A community update fact sheet is proposed, to be renewed and updated every twelve months. This will provide high level information about the Sites general operations and the obligations that ResourceCo has to meet under its licence conditions.

As additional information is provided to keep the community and other stakeholders informed, this is proposed to be added to the fact sheet. The fact sheet will be emailed out to stakeholders and members of the community who enquire about the Site.

## Protocols

ResourceCo will directly manage all stakeholder and community engagement regarding ongoing operations and will be the primary point of contact for all ongoing operational engagement.

A phone number and email are provided to enable stakeholders and community to make contact with ResourceCo in relation to the Wingfield facility.

Tel number: – 08 8406 0300

Email – [feedback@resourceco.com.au](mailto:feedback@resourceco.com.au)

## Guiding principles across all communications and engagement activity

All engagement methods have benefits and limitations and it is important to select the right one and review it to ensure the method fits the purpose. In general, the following guiding principles will be applied, which also align with EPA and South Australian Government principles:

- Plan the engagement approach and ensure all involved have a line of sight to what is proposed and the associated timeframes (no surprises).
- Use consistent and appropriate messages.
- Have available the right information and communications tools, ensuring information is easy to understand and “tells a story” that stakeholders can follow from beginning to end.
- Record, report on and use the information collected to build positive stakeholder relationships that support the delivery of the ongoing operations at the Site.
- Manage expectations, particularly around ongoing management and monitoring of the Site.
- Written forms of communication and presentations – as well as interactions in person – need to use terminology and language that is simple and without jargon. Using vocabulary that causes the community to have to stop to think about the meaning or implications is more likely to result in frustration and misinterpretation.

# 6.0 Evaluation and reporting

## Evaluation

Stakeholder and community engagement needs to be proactive as well as responsive. It is important that steps are in place to review the success of the engagement process at key junctures to ensure it remains fit for purpose and effective.

This is achieved through regular reporting, scheduled meetings and demonstrated compliance with licence conditions.

It is important that the EPA is consulted whenever there are any substantial changes to this CEP. This will help to verify that engagement approach implemented as a requirement of the licence satisfactorily aligns with the EPA's expectations.

## EPA meetings

Meetings with the EPA will be held at intervals as agreed between ResourceCo and the EPA to ensure all parties remain aligned with respect to the communication and engagement requirements and to coordinate any correspondence or engagement that the EPA may be required to undertake as part of its regulatory role.

## Reporting

Strong community and stakeholder relationships are developed over time.

Documenting engagement interactions, outcomes and stakeholder and community interests informs the company's knowledge base to better target future engagement while also supporting risk management, consistency and continuity.

An annual engagement summary will be distributed by ResourceCo in relation to engagement activities associated with the Wingfield facility to the EPA. This summary will include:

- Summary of key activities for the period
- Call and email volumes (number)
- The status of existing and emerging issues
- Summary of community and stakeholder questions / issues
- Key priorities for upcoming period
- What has worked well and what have we learned for future activities



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